

ANTECEDENTS AND CONSEQUENCES OF EMPLOYEE ENGAGEMENT: A CRITICAL ANALYSIS OF LITERATURE REVIEW

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ABSTRACT

Employees are the brand ambassadors and the key touch points for the customers of any organisation. Hence it becomes very important for organisations to understand how the employees feel working for the organisation. Employee engagement helps in understanding the expectation of employees and sketches the path for the employers to deliver the expectations of employees. The study has focused on the evolution of employee engagement, described the various constructs of employee engagement. Here in this literature review it has been identified how practitioners and researchers have perceived employee engagement. This literature has also identified how the antecedents and consequences of employee engagement which kept on changing when it is viewed from various perspectives.

KEYWORDS: Employee Engagement, Job Satisfaction, Retention, Productivity, Organisation Commitment